

Resume 942

OBJECTIVE:

Dedicated and results-oriented Customer Service Manager with proven expertise in managing teams, driving sales, and delivering exceptional service. Seeking to contribute leadership and organizational skills to your organization by managing customer interactions, enhancing sales of roofing, siding, windows, and interior trim products, and streamlining operations.

SKILLS SUMMARY:

- Provides uncompromising highest standards of customer service to both internal and external customers, assisting individuals with their product/service requirements, offering solutions customized to individual needs, and resolving issues to their complete satisfaction
- Establishes rapport quickly with a diverse population and familiar with the necessary elements required to build strong business relationships
- Strong communications, detail-oriented, with analytical and problem-solving skills
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients
- Outstanding organizational and multitasking abilities in a fast-paced environment
- Multi-tasks efficiently, learns new systems quickly, and completes all projects on or ahead of critical deadlines
- Works well independently or collaboratively in a team environment

EMPLOYMENT:

05/2008 – Present ***Customer Service Manager***
Weatherpanel, Inc., Buffalo, NY

- Supervise a team of customer service representatives, providing training, guidance, and performance feedback to maintain high standards of customer satisfaction.
- Manage employee schedules, ensuring adequate coverage during peak periods and efficient use of resources to meet operational needs.
- Assist contractors in selecting roofing, siding, windows, and interior trim solutions, leveraging product knowledge to recommend tailored options that fit their needs and budgets.
- Resolve escalated customer complaints promptly, ensuring a positive outcome while fostering long-term relationships and repeat business.
- Cultivate strong vendor relationships to secure competitive pricing, timely deliveries, and reliable access to high-demand products.
- Conduct regular team meetings to communicate updates, share best practices, and address challenges, leading to an improvement in team performance.
- Develop and implement employee training programs, enhancing team knowledge of products, warehouse procedures, and safety protocols.
- Manage daily warehouse operations, including shipping, receiving, inventory management, and order fulfillment for roofing, siding, windows, and interior trim materials.

04/2006 – 05/2008 ***Food Prep***
Riverstone Grill, Grand Island, NY

- Prepared fresh ingredients daily, including chopping vegetables, portioning meats, and assembling pre-made items, ensuring high-quality dishes for service.
- Maintained a clean and sanitary workstation by adhering to food safety regulations and cleaning protocols.
- Supported kitchen operations by assisting with inventory checks, stocking supplies, and organizing pantry items.
- Collaborated with chefs to execute meal prep efficiently during busy service hours, ensuring timely delivery of orders.

EDUCATION:

Associate's Degree – Liberal Arts
SUNY Niagara, Sanborn, NY